

From: Mason, Russell (NIH/OD/ORS) [E]
To: (b)(6); Crawford, John (NIH/OD/ORS) [E]
Cc: (b)(6); (b)(6); (b)(6); Harman, Carole (NIH/OD/ORS) [E]; Griggs, Christine (NIH/OD/ORS) [E]; Taylor, Rodney (NIH/OD/ORS) [E]
Subject: RE: Customer Complaint - 35
Date: Wednesday, January 29, 2020 10:44:00 PM
Attachments: image002.png
image003.png

Thanks,

(b)(6) did provide some specifics. As I'm getting ready for leave, I'll pass it along to my team to handle/discuss at our next operations meeting.

V/r

Rusty Mason
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Division of Amenities and Transportation Services, ORS, NIH
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(301) 443-7127 (P)
(b)(6) (M)
<http://dats.ors.od.nih.gov/>



From: (b)(6), Contractor Info, Name of Non-Key Personnel com>
Sent: Wednesday, January 29, 2020 4:16 PM
To: Mason, Russell (NIH/OD/ORS) [E] <russell.mason@nih.gov>; Crawford, John (NIH/OD/ORS) [E] <crawfj@ors.od.nih.gov>
Cc: (b)(6), Contractor Info, Name of Non-Key Personnel com>; (b)(6), Contractor Info, Name of Non-Key Personnel (b)(6) com>; (b)(6), Contractor Info, Name of Non-Key Personnel com>; Harman, Carole (NIH/OD/ORS) [E] <harmanc@ors.od.nih.gov>; Griggs, Christine (NIH/OD/ORS) [E] <christine.griggs@nih.gov>; Taylor, Rodney (NIH/OD/ORS) [E] <rodney.taylor@nih.gov>
Subject: Customer Complaint - 35

Hi John and Rusty,

Today (b)(6) reported to us a situation with an agitated customer at Marketplace 35. During (b)(6)'s conversation with him, the customer said he was going to contact Rusty to complain. Also of note, (b)(6) has reported similar situations with this same customer when she was managing 35.

I visited your office and spoke with Carole and Christine to share that a potential complaint would be coming in. While I was discussing with them what information I had, (b)(6) reported that she had received the call to Rusty from the customer.

We will be working with (b)(6) and (b)(6) to determine more specifics surrounding this complaint.

Sincerely,